COMPUTER INFORMATION SERVICES SPECIALIST I (4408)

I.   NATURE OF WORK:

        A Computer Information Services Specialist I is the intermediate level of work evaluating, implementing and maintaining microcomputer hardware and software. Employees in this classification do not supervise Computer Information Services Specialists.

        Employees in this classification receive moderate supervision from a Computer Information Services Specialist Supervisor, a data processing administrator or other administrator.

        The Computer Information Services Specialist I and the Computer Information Services Specialist II are differentiated on the basis of degree of supervisory control exercised by the supervisor over these employees. The Computer Information Services Specialist I performs duties under close supervision at times and under general supervision at other times depending on the complexity of the specific duty being performed and the Computer Information Services Specialist II performs the full range of duties under general supervision.

II.   EXAMPLES OF WORK: (Examples are illustrative only)

        Reviews user needs and requests for automation, evaluates microcomputer hardware and software solutions to user needs and recommends acquisition of appropriate microcomputer hardware, software and services;
        Assists users in developing the conceptual design of microcomputer systems and coordinates the development of microcomputer systems applications with programmer analysts;
        Plans, coordinates and conducts formal and informal training programs for microcomputer users;
        Develops user manuals for microcomputer hardware operation and software applications;
        Manages and controls inventory of microcomputer hardware and software, services, supplies and equipment;
        Administers service contracts and purchase agreements for microcomputer hardware, software and equipment;
        Uses fourth generation computer languages and microcomputer command language tools to customize packaged microcomputer software applications and to create special purpose office applications and databases;
        Reviews microcomputer literature and attends workshops, seminars and training classes to learn the microcomputer hardware and software used by the agency and to keep abreast of the latest developments in microcomputer information services;
        May assist users in preparing procurement documents for microcomputer hardware, software, services, and equipment;
        May provide information for the departmental information processing plan and budget;
        May act as security representative to administer security issues related to multi-purpose, multi-tasking computer connections, computer networks and microcomputer systems;

May coordinate the maintenance and modification of multi-purpose, multi-tasking computer system applications;

May monitor processing of data by multi-purpose, multi-tasking computer systems and coordinate the resolution of production problems;

May install and troubleshoot microcomputer hardware and software;

May supervise support staff responsible for user support, hardware installation, data entry, production control and other support functions;

Performs other related duties.

III.   REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of the functions and capabilities of microcomputers;

Knowledge of microcomputer operating systems and software packages for word processing, spreadsheet, communications, graphics, data base and other applications;

Knowledge of 4th generation computer language tools used to customize software applications and create special purpose applications and data bases;

Knowledge of microcomputer training methodologies;

Skill in evaluating microcomputer hardware, software and services to resolve user needs;

Skill in training microcomputer users in software applications and operation of the hardware;

Skill in diagnosing and resolving microcomputer hardware and software problems for users;

Skill in creating special purpose microcomputer programs to customize software applications and data bases for users and to generate reports;

Skill in administering contracts and purchase agreements for microcomputer hardware and software;

Ability to prepare budgets, manage expenditures and to follow procurement policies and procedures related to microcomputers;

Ability to coordinate data processing projects and issues with users and data processing personnel;

Ability to install microcomputer hardware and software;

Ability to communicate effectively and to establish and maintain effective working relationships with users, vendors, installers, consultants, network specialists, programmer analysts, computer operators, other data processing personnel, budget analysts, fiscal officers and program administrators.

V.   MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:

    Education: Graduation from an accredited high school or possession of a high school equivalency certificate.

    Experience: One year of experience responding to and resolving help desk calls from users of computers, or operating computer equipment for the purpose of data entry, word processing, spreadsheet, graphics, data base or other applications.

    Notes: 1.   Additional experience responding to and resolving help desk calls from users of computers, or operating computer equipment for the purpose of data entry, word processing, spreadsheet, graphics, data base or other applications may be substituted on a year-for-year basis for the required education.

    2.   Nine credit hours in microcomputer applications at an accredited institution may be substituted for the required experience.

    3.   Completion of a certification program in computer repair, such as Microsoft A+ or an equivalent program, may be substituted for the required experience.

V.   LICENSES, REGISTRATIONS AND CERTIFICATES:

    Not applicable.

DATE REVISED: January 1, 1999

Class specifications are broad descriptions covering groups of positions used by various State departments and agencies. Position descriptions maintained by the using department or agency specifically address the essential job functions of each position.

APPROVED: _____
                    Director, Division of Salary Administration and
                     Position Classification